

Abstract

The study examines the effects of emotional intelligence competencies, transformational leadership style, social capital, and human resource management practices on performance of software professionals. A behavioural instrument has been developed to assess the performance. It has further tested whether the value of and opportunities for knowledge sharing moderate the above relationships. Data were collected from 441 software professionals working in eight Indian software firms. The team leaders assessed the performance of software professionals. Software professionals reported their experience, need for achievement, and need for social power. Financial performance data of software firms were collected from secondary sources. Standard scales were used to assess emotional intelligence competencies, transformational leadership style, social capital, human resource management practices, and value of and opportunities for knowledge sharing. Descriptive statistics, mean comparisons, correlations, and latent variable structural equation modeling were used to analyze the data. Results revealed that the 16-item instrument to assess performance has six dimensions: work-efficiency, personal resourcefulness, inter- and intra-personal sensitivity, productivity orientation, timeliness, and business intelligence. High performing software professionals have more experience, higher need for achievement, and higher need for social power, and are from the better financially performing firms. Employees' emotional intelligence competencies at the individual level, transformational style of team leaders and social capital among software professionals at the group level, and human resource management practices at the enterprise level directly influence their performance. Emotional intelligence competencies are found to be the most influential predictor of performance. Under high (low) value of and high (low) opportunities for knowledge sharing, the antecedents influencing performance have strengthened (attenuated or nullified). Value of and opportunities for knowledge sharing are found to be quasi-moderators. Human resource managers can evaluate the performance using the above behavioural instrument. Fine-tuning the antecedents can boost performance. Improving the quasi-moderators can strengthen relationships between antecedents and performance.

Keywords: Antecedents, emotional intelligence competencies, financial performance, moderators, performance.